



Healthy Indiana Plan

Health Plan Summary



Contact Information

Member Services:

1-800-553-2019

Pharmacy:

1-800-553-2019

Hospitals:

www.anthem.com/healthyindiana or 1-800-553-2019

Provider Services:

1-800-345-4344

Specialists-Other Providers:

www.anthem.com/healthyindiana or 1-800-553-2019

TTY/TDD:

1-800-758-1769

Hours of Operation:

8:00 a.m. to 6:00 p.m. EST Monday - Friday

Nurse on Call 24 hours / day – 7 days / week

1-866-800-8780

Our nurses help you with questions about your health.

Website

www.anthem.com/healthyindiana

Co-pays

Emergency room:

Childless Adults – \$25

Emergency Room (for non-emergency services):

Adults with Children – \$3, \$6, or \$25 - 20% of the cost of services provided during the visit (whichever is less).

Co-pay amounts are based on family income level.

POWER Account Methods of Payment

You can make payments to your POWER Account in one of these ways:

- Employer contributions ■ Credit card
- Automatic bank draft ■ Check or money order
- Cash – pay in person at PNC Bank, 101 W Washington Street in Downtown Indianapolis



Contact Information

Member Services:

1-877-822-7196 or

317-822-7196 (Option #1; Option #4 for Spanish)

Pharmacy:

www.MDwise.org or 1-877-822-7196

Hospitals:

www.MDwise.org or 1-877-822-7196

Provider Services:

1-877-822-7196 or 317-822-7196 (Option #5)

Specialists-Other Providers:

www.MDwise.org or 1-877-822-7196

TTY/TDD:

1-800-743-3333 or 711

Hours of Operation:

8:00 a.m. to 6:00 p.m. EST Monday - Friday

For non-urgent calls, you can leave a message after hours.

We will return your call the next business day.

Nurse on Call 24 hours / day – 7 days / week

1-877-822-7196 Option #3

Our nurses help you with questions about your health.

Website

www.MDwise.org

Co-pays

Emergency room:

Childless Adults – \$25

Emergency Room (for non-emergency services):

Adults with Children – \$3, \$6, or \$25 - 20% of the cost of services provided during the visit (whichever is less).

Co-pay amounts are based on family income level.

POWER Account Methods of Payment

You can make payments to your POWER Account in one of these ways:

- Check or money order ■ Employer contribution
- Payroll deduction
- Cash – pay in person at Key Bank or at MDwise/ACS, 4550 Victory Lane, Indianapolis, IN 46203



Care Management Services

We offer care management services to help you get the right health care services at the right time.

Disease Management Programs

We offer programs to help you and your family members understand and manage certain health conditions. Here are some examples:

- Asthma
- Kidney disease
- Congestive heart failure
- Diabetes

Enhanced Services

- Mail order pharmacy.
- Free member education meetings.
- Community resource centers for use of Internet and connection to other community resources.

Educational Programs

We're here to help! You deserve our personal attention when it comes to your health. Of course, you can reach us by phone at any time you have questions about your health plan.

To get you off to a good start, we offer weekly **New Member Education Meetings** at various sites in the state. The more you know about your health plan, the better you will understand how it works.

Come meet our friendly staff. Learn about your benefits and POWER account and ask any questions you may have to get the most from your health plan. We can help you connect with community resources you can use for your other needs as well.

You can count on us to help you make decisions that can improve your health and access the care and help you need.



Care Management Services

We offer care management services to help you get the right health care services at the right time.

Disease Management Programs

We offer programs to help you and your family members understand and manage certain health conditions. Here are some examples:

- Asthma
- Congestive heart failure
- Diabetes
- Kidney disease

Enhanced Services

- **Free, unlimited preventive care services** with no charge to your POWER account.
- **Free over-the-counter medicines** for certain medicines with a prescription from the doctor.
- **Free wellness classes** such as stop smoking.
- **Assistance with community resources and other needs.**
- **Visit PMP within the first 90-days in the plan (as of 8/1/09 for new members only)**
Establishing a relationship with your doctor is very important. By arranging and keeping an appointment with your PMP within the first 90-days, new members may be eligible to receive a \$25 gift or gas card.

Educational Programs

Health Survey (as of 8/1/09 for new members only) Your health information will help us help you! Complete a health survey with a MDwise representative and you may be eligible to receive a \$25 gas card or gift certificate.

WEIGHTwise helps you lose or gain weight, or stay at a healthy weight.

WELLNESSchats offers events to help you learn about good health. By attending these events, you may enter a raffle to win a door prize (\$10-\$20 gift certificates).

HELPlink helps answer your questions about health, school, community services, and family problems.

SMOKE-free helps you stop smoking or chewing tobacco.

INcontrol helps you understand and manage your diabetes, lung disease and other chronic illnesses.